



Application Assister Welcome Letter Plan Year 2019

Getting Started with the Kentucky Health Benefit Exchange

As an Assister, you will work with clients to complete applications and facilitate their enrollment in health insurance coverage. You will assist them with the appropriate health insurance coverages based on their situation, by either purchasing health insurance through the Federally Facilitated Marketplace (FFM) using www.HealthCare.gov, or qualifying for Medicaid or the Kentucky Children's Health Insurance Program (KCHIP) using www.benefind.ky.gov.

There are 5 required steps you must complete to participate in the Kentucky Health Benefit Exchange (KHBE) Assister Program. These requirements will prepare you for working within the computer programs used to facilitate applications, enrollments and case management, as well as provide information and resources on health coverage options.

The KHBE oversees the Assister Program for the State Based Marketplace on the Federal Platform (SBM-FP). KHBE has oversight and management of the Assister Program, education and outreach, and Exchange Program information.

Due to recent reorganization of our agency, KHBE is now part of the Office of Health Data and Analytics, which is in turn, part of the Cabinet for Health and Family Services (CHFS). There were no changes made to our processes or our operations. KHBE is still obligated under federal requirements to confirm and record completion of all requisites for Application Assistors.

KHBE tracks both federal and state training completions for all Assistors in the Commonwealth of Kentucky. The office coordinates, monitors, and oversees Kentucky's Assister Program, and works with these organizations to provide in-person assistance to individuals in each county in the state.

Requirements are detailed here to assist you in understanding each step you must complete, where to access the materials, and how to acknowledge your completion of the required trainings. If you need any assistance or have any questions in fulfilling these requirements, your manager has a guide for each step. You may also contact us at KHBE.Program@ky.gov.



Completion Requirements

There are 5 required steps to complete for Assisters entering the system to become a State Certified Application Assister. These items should be completed in the EXACT order below:

1. Read Application Assister Welcome Letter
2. [Complete FFM Training](#) and submit Certificate of Completion to KHBE.Program@ky.gov
3. Complete [benefind](#)/Self Service Portal (SSP) training, available on our [webpage](#) and is also listed in the [benefind/SSP](#) section later in this letter.
4. Complete [Kentucky HEALTH](#) training, available on our [webpage](#) and is also listed in the [Kentucky HEALTH](#) section later in this letter.
5. Create a [Kentucky Online Gateway \(KOG\)](#) account
6. (Recommended Step): Read all Job Aids, Quick Reference Guides and General Resources and view [webinars](#) on the [KHBE webpage](#).

Assister Welcome Letter

This letter is the starting point to help explain the steps necessary for certification by KHBE to assist consumers with application, enrollment, and case management. Assisters can use this as a checklist and reference for completing all steps required by KHBE.

FFM (Federally Facilitated Marketplace) Training

Assisters are to complete the FFM training for their role as their FIRST training. You *must* complete this step first. The FFM training can be found at <https://marketplace.cms.gov/technical-assistance-resources/training-materials/training.html>. FFM training covers marketplace function and procedures and lays the foundation for understanding the terminology and eligibility of the Affordable Care Act (ACA). FFM modules teach Assister role responsibilities; health insurance marketplace and ACA basics; eligibility; affordability programs; appeals and exemptions; SHOP; working with special populations; community outreach and customer service; privacy and fraud; and advanced marketplace issues.



The FFM training concludes with an exam that must be passed with a score of 80% or higher. Trainees receive a Certificate of Completion from the FFM. You will send your Certificate of Completion to KHBE at KHBE.Program@ky.gov for record keeping. Please send the appropriate certificate. The majority of Assisters should receive a certificate that reads “Certified Application Counselor Curriculum (CAC).” If your agency contracts with KHBE to provide “In-Person Assister” or Navigator services, you should select State Funded Assister or State IPA during initial set-up. Sometimes this creates confusion, so please pay close attention to which training you are taking. Passing the test and submitting your completion certificate are conditions of participation as Application Assisters in the Commonwealth of Kentucky. KHBE will conduct periodic audits and those whom are not in compliance, will be suspended from the Program. You will receive an email notice of non-compliance and will be locked out of your KOG account until you fulfill the requirements.

FFM Certificate of Completion

KHBE manages the Assister Program by maintaining Certificates of Completion for all Assisters working with clients in the Commonwealth. Upon completion of the FFM training, the Assister must submit their certificate to KHBE. FFM certificates should be sent by email in PDF format, or by mail to the respective location listed below:

Email: KHBE.Program@ky.gov

Address: KHBE
Attn: Tera Cobb
275 E. Main Street, 4W-E
Frankfort, KY 40621

benefind/ Self Service Portal (SSP)

The creation of your KOG account will allow you access to the SSP, where you will complete applications on behalf of your clients. You will be trained on how to complete and submit an application through the SSP, including how to submit verification documents (wage stubs, personal identification, etc.) that may be required of the client. After you learn how to navigate through benefind, you will be directed to an assessment, where you will be tested on your knowledge of what you have just learned. As before, a score of 80% or greater is considered passing. You will have three attempts to pass this course. If you do not pass after three attempts, you will need to contact KHBE.Program@ky.gov for further instruction. You may access the benefind/SSP training here: <https://youtu.be/00h0igOR5Rs>.



***Our system does NOT automatically generate a benefind/SSP Training Completion Certificate.** Once you have completed the required modules and passed the exam, please take a screenshot of your passing score and submit it to KHBE.Program@ky.gov. You may also want to keep a copy for your records.

Kentucky HEALTH training

Although not yet implemented, we want our Assisters to be best prepared when [Kentucky HEALTH](#) goes live. This is a new addition to our training requirements and may be found on our [webpage](#). Click the Agents/Assisters tab, then choose the Agent and Assister Webinar option. Again, you must complete the assessment with a score of 80% or higher to pass. You will only have three attempt to pass. If you take all three assessments and still do not pass, please contact KHBE.Program@ky.gov for further instruction. You may access the Kentucky HEALTH training here:
https://www.youtube.com/playlist?list=PLthdWSP0Xcz_QFV5AqnAUg6PaR8vxJKQ8 .

***Our system does NOT automatically generate a Kentucky HEALTH Training Completion Certificate.** Once you have completed the training and passed the exam, please take a screenshot of your passing score and submit it to KHBE.Program@ky.gov. You may also want to keep a copy for your records.

Once you have completed all three trainings, you will then be ready to create your KOG account and begin facilitating the enrollment process for your clients!

****Note on certificates: If you are an Agency Administrator, please DO NOT submit multiple certificates for multiple individuals in one PDF file. They must be submitted separately.****

Kentucky Online Gateway (KOG) account

Once KHBE has received confirmation that all training has been successfully completed with a passing score, you will receive an invitation from your organization administrator to create your KOG account to access the Assister Dashboard. The KOG account allows users to log into the local portals and the Medicaid application in benefind.



It is extremely important that users do NOT create more than one KOG account. If you need assistance with your login credentials, you may contact the KOG Help Desk at KOGhelpdesk@ky.gov or by calling 502-564-0104 ext. 2.

Thank you for assuming the role of an Application Assister. It is through the dedicated efforts of individuals like you that Kentucky lowers its uninsured rate and that all Kentuckians have access to health care.

KHBE Team